

**CITY AND COUNTY OF HONOLULU
ELDERLY AFFAIRS DIVISION**

PROPOSAL GUIDELINES

for

Congregate Meal Services

Submit Proposals to:
Elderly Affairs Division
715 S. King Street, Suite 200
Honolulu, Hawaii 96813

Timetable

Request for Proposals Issued:	December 1, 2010
Orientation Meeting:	9:00 a.m. – 11:30 a.m., December 9, 2010
Proposals Due at EAD:	4:00 p.m., January 24, 2011
Contract Start Date:	July 1, 2011
Contract End Date:	June 30, 2013

Estimated Funding level: **\$1,168,494 Federal IIIB & IIIC1**

City and County of Honolulu
Elderly Affairs Division
Service Specifications
FY 2012-2013

Service Name: Congregate Meals (Title III B & III C-1)

Service Area: City and County of Honolulu

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I. STATEMENT OF PURPOSE

The purpose of the Elderly Affairs Division (EAD) as an Area Agency on Aging is to develop a coordinated and comprehensive system of services for the older adult on Oahu 60 years and older in leading independent, meaningful, and dignified lives in their own homes and communities for as long as possible.

To carry out this mission, the EAD advocates for older adults and family caregivers, plans and funds gap-filling services, and coordinates and facilitates services for elders and family caregivers on Oahu.

The following specifications describe services needed within the planning and service area. For further information, please refer to EAD's Four Year Area Plan on Aging available on the agency's website at www.elderlyaffairs.com.

II. STATEMENT OF NEED

The most recent U.S. Census annual estimate projected there were 184,632 adults 60 years and older living on Oahu. This portion of the population comprises 20.3% of the total Oahu population. Using the Administration on Aging's definitions applied to a special tabulation of the 2000 Census, 5.9% are considered low income minority, and 7.2% live in rural areas. Census estimates for 2009 indicate that 8.1% of seniors are poverty level or below, 21.3% speak English "not well" or "not at all" and 30.7% have one or more disabilities.

The clients served by programs funded by the Elderly Affairs division tend to be older, poorer and frailer than those detailed in the Census. The latest analysis of our clients indicates that 35% live in poverty, 84% are minority, 29% are low-income minority, 7% live in rural areas, 6% speak English "not well" or "not at all" and 79% have 1 or more ADLs or IADLs.

The Elderly Affairs Division, through the efforts of contracted agencies, intends to serve older adults with access to supportive services. Focus will be on:

- o Providing a continuum of quality integrated care for elders and their caregivers with sufficient flexibility to be able to respond with appropriate individualized assistance.
- o Appreciating and building upon values, assets, and relationships among individuals, institutions, and communities.
- o Strengthening elders' and families' capabilities to care for themselves and dependent family members.
- o Expanding resources through community-wide collaboration and local capacity building.
- o Maximizing efficiency, cost-effectiveness and innovation within programs to best serve the target population.

Congregate Dining: Nutrition services are key components in helping to keep older adults independent. They preserve the autonomy and promote maximum functioning of older adults and

enhance the capacity of caregivers to maintain or improve the nutritional status and overall well-being of dependent older adults.

For additional information regarding scope and standards under this program, please refer to Nutrition Service Standard Manual for Management of the Congregate and Home-Delivered Meals Program Under Title III-C of the Older Americans Act, Executive Office on Aging, Revised May 2000. The Nutrition Service Standards are available for review in the Elderly Affairs Division office.

III. PROPOSAL REQUIREMENTS

A. SCOPE

The provision of the necessary supervision, equipment, supplies, administrative support and personnel required to provide low-cost, nutritious meals and other services to improve the health and well being of persons 60 years and older, with priority given to the target population.

B. GOAL

To improve or maintain the older person's nutritional status, self-sufficiency and ability to remain in the community through the maintenance and provision of nutritional health and increased social interaction of older and other eligible persons at congregate dining sites.

C. SERVICE AREA

Services are available to eligible persons residing on Oahu.

D. TARGET POPULATION

Residents of the City and County of Honolulu, 60 years of age or older with priority to older adults with greatest economic need, greatest social need, with particular attention to those who are low-income, low-income minority with limited English proficiency, and residing in rural areas.

The term "greatest social need" means the need caused by non-economic factors including physical and mental disabilities, language barriers, cultural, social, or geographical isolation, and/or isolation caused by racial or ethnic status that restricts the ability of an individual to perform normal daily tasks, or threatens the capacity of the individual to live independently.

A concerted effort shall be made to provide services to individuals who are low-income minority in at least the same proportion as these individuals bear to the population of the older individuals of the area served by the provider. Proposals must describe plans to satisfy service needs of low-income minority and rural individuals.

E. SERVICE STANDARDS

1. Definitions and Unit of Measure:

CONGREGATE DINING MEALS: (One unit is 1 meal): A meal provided to a qualified individual in a congregate or group setting. The meal is served in a program administered by State Unit on Aging and/or the Area Agency on Aging and meets all of the requirements of the Older Americans Act and State/Local laws. Note: State laws are acknowledged in the Nutrition Service Standards for Congregate and Home Delivered Meals Program, Title III-C of the Older Americans Act, Revised May 2000. The Nutrition Service Standards are available for review in the Elderly Affairs Division office.

NUTRITIONAL EDUCATION: (One unit is 1 session): Provide individualized advice and guidance to older adults who are at nutritional risk because of their health or nutritional history, dietary intake, medications use or chronic illnesses, about options and methods of improving their nutritional status, performed by a registered dietitian or other health professional functioning within their legal scope of practice.

RECREATION: (One unit is 1 session): Programs that foster the health and social well-being of older persons through social interaction and the meaningful and satisfying use of time.

OUTREACH: (One unit is 1 contact): Intervention initiated by an agency or organization for the purpose of identifying potential clients and encouraging their use of existing service and benefits.

2. Activities:

ALL SERVICES

- a) Plan, provide for, and monitor all aspects of food service, including but not limited to: menu planning, nutrition standards, food preparation, food procurement, meal service procedures, safe food handling, sanitation requirements, and delivery requirements.
- b) Plan, provide for, and monitor all aspects of food service, including but not limited to: menu planning, nutrition standards, food preparation, food procurement, meal service procedures, safe food handling, sanitation requirements and delivery requirements.
- c) Designate dining sites in coordination with the EAD and make arrangement to use the facilities.
- d) Screen and assess clients to determine program eligibility.
- e) Register participants and conduct intake interviews as appropriate using standardized intake forms provided by EAD.
- f) Assure completeness, accuracy and neatness of completed intake forms.
- g) Transmit completed intake forms to EAD staff on a schedule to be agreed upon at beginning of contract period.
- h) Assess and reassess participants and refer participants to appropriate identified

services if needed.

- i) Screen for nutritional health status using the standard tool provided by the EOA.
- j) Provide or coordinate nutrition counseling and education for nutrition site participants.
- k) Provide information on how to stock an emergency food shelf at home in case the program is unable to provide meals.
- l) Evaluate quality assurance of meals, menus and food service.
- m) Coordinate nutrition program with other services in the area.
- n) Provide publicity and outreach.
- o) Coordinate and provide transportation to and from meal sites as necessary.
- p) Recruit and train volunteers to assist in the delivery of the nutrition program services.

NUTRITION EDUCATION

- a) Plan and conduct classes on nutrition, health and/or physical fitness at meal sites.
- b) Review presentations for appropriateness and timeliness of topics, utilization of audio-visual aides, literature, teaching tools and available resource persons.
- c) Explore avenues for collaboration with other agencies for training, resource personnel, and materials.
- d) Provision of activities/classes that promote understanding, teach skills, and motivate participants to improve health and dietary intake.
- e) Utilization of community resources, as appropriate, related to health care.

OUTREACH

- a) Systematically seek out potential clients through door-to-door canvassing or other methods of targeted populations, targeted neighborhoods and communities.
- b) Conduct home visits on agency request/response basis to individuals needing intervention or supportive services.
- c) Assess clients to determine services needed.
- d) Refer client to appropriate services
- e) Follow-up on clients referred to agencies.

RECREATION

Plan and offer one or more of the following activities:

- a) Arts and crafts; individual and social interaction; hobbies; excursions, visits; sports; games; physical exercises; culture and arts; volunteer/community service; music and dancing and/or other healthy activities

3. Standards:

ALL SERVICES:

- a) Written procedures must be in place to accept and register clients, recruit, employ and train staff and volunteers, and to deliver the appropriate type service offered to the client.
- b) The service provider must ensure that the staff and volunteers adequately trained in the type of service being delivered and in communication and observation skills.
- c) The Agency must inform clients about anonymous and voluntary client contributions or cost share for services under the Older Americans Act as amended November 2000.
- d) The Agency must have guidelines for staff and volunteers to report all persons for appropriate action if additional medical or social problems, including elder abuse, are observed during the course of service delivery.
- e) The service provider must conduct evaluations of efficiency, effectiveness, and quality of the service, including evaluation by clients.

CONGREGATE MEALS

- a) Each project must comply with the Nutrition Service Standard Manual for Management of the Congregate and Home-Delivered Meals Program Under Title III-C of the Older Americans Act, Executive Office on Aging, Revised May 2000. The Nutrition Service Standards are available for review in the Elderly Affairs Division office.
- b) Menus must be planned by the caterer for a minimum of four weeks and certified by a dietitian or nutritionist. Menus shall offer meals that are suitable, palatable, and appealing to the target population. The nutrition service provider shall encourage the use of whole grains, fresh fruits and vegetables by caterers.
- c) For the contract period, Nutritional analysis will be completed once a year for at least one week's worth of meals, but may be done more frequently.
- d) Nutrition service providers shall have written procedures for handling leftover food.
- e) When meal service is subcontracted, the Contractor shall:
 - i. Follow formal procedures for procuring cost effective, quality meal service and maintain a system for monitoring the subcontractor.
 - ii. Submit to the Area Agency the bid review process and the rationale used to select a caterer. The project dietitian/nutritionist must be involved in the process. Arrange with caterers for adjustable ordering of meals to closely approximate the number of participants attending each dining site.
 - iii. Assure timely delivery of meals to designated meal sites.
 - iv. Develop procedures for receiving and storing food delivered by the caterer. Procedures must include instructions for:
 - verifying food quantities and portion sizes
 - checking food temperatures at time of delivery
 - steps to follow for foods that arrive above or below temperature, deteriorated food and food shortages
 - equipment to be utilized

NUTRITIONAL EDUCATION

- a) Nutritional educational material must be provided for participants of the congregate nutrition program and documentation of this effort shall be maintained.

OUTREACH

- a) Special efforts must be made to seek out older persons in rural areas, non-English speaking, and functionally limited.
- b) Outreach programs, including methods, must be sensitive and responsive to different ethnic cultures and the handicapped.
- c) Outreach to linguistically isolated older persons must be available in appropriate native language.
- d) Service providers are encouraged to employ staff, volunteers, and other individuals who:
 - i. Have bilingual capacity;
 - ii. Possess writing skills;
 - iii. Are knowledgeable about and sensitive to the characteristics and ethnic cultures of clients present in their service area;
 - iv. Possess interpersonal and public contact and interview skills.

RECREATION

- a) Activities must require some organization and supervision by the sponsoring agency. (Informal activities loosely organized by the clients themselves do not meet the standard).
- b) Participants should be asked to check with their physician before enrolling in programs involving exercise or sports related activities.
- c) Services must be provided by persons with training and/or experience appropriate to the type of service offered.
- d) The sessions must be held at a convenient time and place for older participants and/or offer transportation.

F. OUTPUT OBJECTIVES

In addition to the service output measures specified below, Applicants should include a description of the intended outcomes of the program and the manner in which the overall program design allows services to work together effectively and efficiently to produce the desired outcomes in their proposal.

	<u>FY 2012</u>		<u>FY 2013</u>	
<u>Service</u>	<u># Served</u>	<u># Units</u>	<u># Served</u>	<u># Units</u>
Congregate Meals	700	69,500	700	69,500

Nutrition Education	3,700	700	3,700	700
Outreach	4,000	4,000	4,000	4,000
Recreation	2,800	2,800	2,800	2,800

Applicant must specify the service(s) and activities to be provided in FY 2012-2013 that are consistent with the intent of these specifications.

Output objectives are subject to change in contract negotiations.

G. MANAGEMENT REQUIREMENTS

Applicant shall describe in its proposal how the management requirements will be met:

1. Qualifications

- a) Applicant shall have license(s) and/or certificate(s), as applicable, in accordance with Federal, State and County regulations and shall include copies of current applicable license(s) and certificate(s) with the proposal.
- b) Applicant shall have operated a business of similar scope and magnitude for at least one year.
- c) Applicant is expected to provide adequate information on how the minimum specifications and standards will be met.
- d) Applicant shall provide the necessary qualified staff, equipment, vehicles and facilities that will be required in the carrying out the service.

2. General Requirements

- a) Applicant shall have and maintain hardware which enables the Applicant to meet data collection and reporting requirements.
- b) Applicant shall have at least one computer with Internet connectivity. If the Applicant does not have Internet access, it shall describe in its application a viable plan for having such capabilities.
- c) Cost Principles: The Procurement Rules of Chapter 103D of the Hawaii Revised Statutes (HRS) and terms of the contract shall be followed. OMB and Chapter 103F HRS cost principles shall be used in determining allowable costs, their reasonableness, and how they will be allocated.
Unallowable costs are:
 - Out-of-state travel
 - Neighbor island travel
 - Equipment not used by the client
 - Motor vehicles
- d) Applicant shall prepare a line item budget for this service.
- e) Applicant shall follow all fiscal and program instructions issued throughout the contract period.
- f) Applicant shall maintain complete and current fiscal records.

- g) Applicant shall have program facilities and/or equipment that are accessible and barrier-free. Programs that provide group activities shall conduct regular/periodic evacuation drills with path of travel free from any obstructions and clearly marked exit signs. Programs shall also have an all hazards emergency plan that details how the agency will try to maintain minimum operations in the event of a disaster.

3. Administrative Standards

- a) Applicant shall have a written procedure to receive authorization from EAD or its designee to provide service.
- b) Applicant shall have written procedures in place to accept, register, and provide follow-up assistance.
- c) Applicant shall maintain a record of the number of service units provided, the client's name, birth date, and last four digits of the Social Security number (or unique identifier number) for each client served.
- d) The Applicant shall have written policies and procedures to keep client information confidential.
- e) Applicant shall deliver the stated service in a timely fashion. The Applicant shall explain the timeliness in service delivery (i.e. number of days it normally takes from the request to the delivery of service), and what steps the Applicant will take if the service cannot be delivered within a specified number of days.
- f) Applicant shall maintain a list of clients waiting for Congregate Meals and a list of related unmet needs identified by the client. The count and reasons for clients remaining on the waitlist are to be submitted quarterly. Applicant should have plans and timeline for reducing the wait list numbers.
- g) Applicant shall have written termination and grievance policies and procedures that are consistent with EAD's policies and procedures. All clients shall receive copies of the termination and grievance policies during the initial assessment.
- h) Applicant may terminate services according to the specifications in the individual care or service plan, or by the wishes of the client and/or the caregiver, or by agreement between caregiver and the service provider.
- i) Applicant shall have a written policy and procedures to obtain client's written consent to transmit client information and service utilization data from the Applicant to EAD and the Executive Office on Aging.
- j) Applicant shall have guidelines for staff and volunteers to refer all persons for appropriate action if additional medical or social problems, including elder abuse, are observed during the course of service delivery.
- k) Applicant shall have a written policy and procedures to inform clients that they may be asked to participate in research studies to measures the effectiveness and quality of the service they have received and to explore possible services the State and County may offer.
- l) Applicant shall acknowledge that programs funded by the Older Americans Act (OAA) through the EAD must publicly recognize the EAD's contribution to the program in its publications of brochures, pamphlets, fliers and other community correspondence related to the services outlined in this RFP. For example, "This

program was funded through the Older Americans Act as administered by the Elderly Affairs Division, City and County of Honolulu”.

- m) Applicant shall have a mechanism to promote service quality. Applicant shall conduct an evaluation of efficiency, effectiveness and quality of service, including evaluation by the client.
- n) Applicant shall include information on the address of its facility(ies) and the hours and days of operation. If the Applicant plans to subcontract for services, the name(s) and qualifications of the subcontractor(s) must be identified in the application.
- o) Applicant shall provide information about its capacity to collaborate and coordinate with other service agencies to improve the comprehensive services for older clients.
- p) Applicant shall include information about the private and governmental resources it has applied for and/or received in the last 12 months.
- q) Applicant shall address its capacity to keep financial and program records for this RFP separate from other funds and contracts it administers.
- r) Applicant shall provide clients the opportunity to make anonymous voluntary contributions and provide additional units of service with the amount collected.
- s) Applicant shall demonstrate that it has the ability to provide bi-lingual services, to effectively communicate and provide services to non-English speaking clients or potential clients. All programs receiving funds must have a Language Access Plan.
- t) Applicant shall arrange for outreach efforts at the community level that identify individuals eligible for assistance under this and other programs, both public and private, and inform them of the availability of assistance.

H. STAFFING REQUIREMENTS

1. Personnel Standards

- a) Satisfactory procedures shall be established to recruit, train, schedule and evaluate qualified staff (paid and volunteer).
- b) All personnel staff and volunteer workers if applicable shall be of good character and integrity. Applicant shall ensure personnel assigned to the program(s) have not been convicted of abuse, neglect, or other crimes that would pose a health/safety risk to those being served.
- c) Utilizing volunteers of all ages is encouraged. Applicant is responsible for the training and supervision of its volunteers and determining whether they can be appropriately utilized in assisting program staff in the delivery of services, or assisting staff in program administration and management (e.g. clerical work, facility maintenance, etc.).
- d) All personnel staff and volunteer workers, if applicable, shall provide at least two non-family references. All references (written and verbal) must be contacted and the results documented in the staff/volunteer's personnel record folder.
- e) All personnel staff and volunteers shall be trained, screened and deemed competent by the Applicant to provide the service as described in the job description. All staff/volunteers shall have adequate and appropriate education, training, and/or experience necessary for performing the duties and responsibilities of their position.

- f) All personnel staff, and volunteer workers, if applicable, shall be qualified to work with functionally and cognitively impaired older persons, either through training or experience, and as described in the job description.
- g) All personnel staff and volunteer workers, if applicable, shall attend an orientation/training provided by the Applicant. The orientation/training shall include, at a minimum, safety and emergency situations and ethical factors to carry out their work assignments.
- h) All personnel staff and volunteer workers, if applicable, shall be culturally sensitive to the ethnic groups represented in the client population.
- i) All personnel staff and volunteer positions shall have a written job description, including minimum education/experience requirements and primary duties. Detailed job descriptions shall be provided upon request and shall be attached and identified in the proposal.
- j) Applicant shall provide an organizational chart and describe its approach and rationale for the structure, functions, and staffing of proposed organization for the overall service activities and tasks. The chart shall be attached and identified in the proposal.
- k) Applicant shall provide all personnel staff and volunteer workers, if applicable, with an agency/provider Identification Card or badge. The card or badge shall include the name of the agency, the staff/volunteer's name, date of issuance, and photograph. The staff/volunteer must display the Identification card/badge when working with clients. Upon staff/volunteer termination, the ID card/badge shall be returned to the Applicant.

I. INSURANCE

Applicants shall maintain and furnish the City with satisfactory evidence of insurance coverage for the following policies:

- 1. Comprehensive General Liability Insurance issued by a company authorized to do business in the State with minimum limits of not less than \$1,000,000 for bodily injuries or death per occurrence and for damages to property.
- 2. Worker's Compensation Insurance to cover all employees working in any capacity in executing the contract.

Should the contract be awarded to the Applicant, the above insurance coverage shall name the City, EOA, the State of Hawaii, and their officers, agents, servants or employees as additionally insured under the policy and shall constitute primary insurance for the City, EOA, the State of Hawaii, and their officers, agents, servants or employees for any liability arising out of or resulting from occurrences during or in connection with the performance of the Contractor's services under the contract.

Volunteers utilized in providing services for the agency shall be adequately insured.

J. OTHER REQUIREMENTS

Applicants submitting proposals under this RFP shall submit proof of the following:

1. Furnish the City and County of Honolulu with a valid certificate of tax clearance from the State of Hawaii and the Internal Revenue Service, current within 6 months of the date of issuance.
2. Furnish the City and County of Honolulu with certificate of good standing from the Department of Commerce and Consumer Affairs (DCCA).
3. Furnish the City and County of Honolulu with a certificate of compliance for Chapters 383, 386, 392, and 393, HRS from the Department of Labor and Industrial Relations current within 6 months of the date of issuance (DOL).
4. Furnish the City and County of Honolulu with a current certificate of insurance attesting to the applicable insurance coverage as described in "Section I" above.
5. Provide a document, acceptable to Corporation Counsel, proving that the person signing on behalf of the agency, has the authority to do so.

NOTE: For Proposal submission and contract execution purposes, all Certificates and Clearances should be valid through the Notification of Award (March 16, 2011). Original Tax Clearances, with the "green stamp" affixed, must be attached to each Proposal submitted. For all other Certificates and Clearances, one original (as defined as acceptable by the issuing agency) should be included for each type in the Applicant's first Proposal submitted. In lieu of individual requirements of 1, 2 and 3, you may submit a current State of Hawaii "Certificate of Vendor Compliance." Other Proposal submittals by the same Applicant may contain copies of the original with an annotation as to the location of the original.

For Contract close-out, an original Tax Clearance dated not more than 2 months prior to the date of Request for Final Payment is required.

In addition to the above, Applicants receiving awards under this RFP shall comply with the following requirements:

1. Comply with rules governing Title VI of the Civil Rights Act of 1964.
2. Have an acceptable affirmative action plan for equal employment opportunity.
3. Comply with rules governing Section 504 of the Rehabilitation Act of 1973, as amended.
4. Comply with City Ordinance 93-84 on sexual harassment.
5. Comply with all other applicable federal, state, and county laws, ordinances, rules, regulations, and other applicable requirements

6. Comply with all applicable standards, orders, or requirements issued under Section 306 of the Clean Water Act (42 U.S.C. §7606), Section 508 of the Clean Air Act (33 U.S.C. §1368), Executive Order 11738, and Environmental Protection Agency (hereinafter "EPA") regulations (40 CFR Part 15).
7. Be able to provide the following required reports:
 - Client and Service tracking information utilizing standardized NAPIS and MSUR forms and database software.
 - Monthly Reports: Narrative/Statistical Reports, Request for Advance or Reimbursement.
 - Quarterly Reports: Financial Status, Project Income Status, In-kind Contributions, and Targeting status and Waitlist reports.
 - Annual Reports: Narrative, Financial Status, In-kind Contributions, Standard Inventory Schedule, Project Income, Targeting Report, and Client Satisfaction Survey. In addition, cooperate with EAD in the issuance of a survey to clients on effectiveness, outcomes and satisfaction of the program (questions to be provided).
 - Audited Financial Statements: The City and County of Honolulu, under the requirements of the Office of Management and Budget Circular A133, requires a single audit if the contracted agency/service provider expends \$500,000 or more of federal grant funds from all sources, in a single fiscal year. In order to ensure compliance with this requirement, any agency awarded funds and meeting this threshold will be required to submit a copy of its most recent single audit within 30 days of the start of the contract and annually thereafter.

Modifications of reporting requirements may be made prior to and/or during the contractual period. Providers are required to provide these reports as requested.

In addition to submitting reports, contractors will be monitored by Elderly Affairs Division through on-site and desktop assessments to evaluate progress towards meeting goals and to oversee compliance with government requirements and contractual agreements.

Applicants receiving awards also agree to coordinate with EOA and EAD in the development and implementation of Oahu's Aging and Disability Resource Center which may include responding to surveys and other requests for information, streamlining intake, referral and data collection processes and co-location of counseling, case management, crisis intervention, and other services critical to Center operations.

IV. APPLICATION GUIDELINES

Consistent with EAD's Area Plan on Aging, projects are encouraged to incorporate an assets approach, building on client, agency, and community strengths.

Applicant is expected to provide adequate information on how minimum specifications and standards described in this document will be met. If Applicant chooses to expand the scope of services, apply more stringent standards, or develop innovative ways to deliver services, consideration will be given to these initiatives in the rating of the application.

Applicants have the option to apply for all or part of a programs/service in these specifications. Applicants not presently under contract to EAD should describe their transitional arrangement plan and assurance of continuity of service without break.

A. CONTRACTING OFFICE

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations and monitoring and assessing provider performance. The Contracting Office is:

Department of Community Services
Elderly Affairs Division
715 South King Street, Suite 200
Honolulu, HI 96813
Phone: (808) 768-7705 Fax: (808) 768-7720

B. PROCUREMENT TIMETABLE

Public notice announcing RFP	December 1, 2010
Distribution of RFP	December 1, 2010
RFP orientation session.....	December 9, 2010
Closing date for submission of questions for written responses.....	December 16, 2010
Response to written questions.....	December 28, 2010
Proposal submission deadline	January 24, 2011
Proposal evaluation period.....	February 2 – 18, 2011
Notification of awards.....	March 16, 2011
Final date to request debriefing.....	March 23, 2011
Final date for filing protest.....	April 6, 2011
Negotiation meetings (subject to modification).....	April 8 – April 27, 2011
Contract Start Date.....	July 1, 2011

C. SUBMISSION OF QUESTIONS

Applicants may submit written questions concerning this RFP to EAD. The deadline for the submission of written questions is 4:00 p.m. on December 16, 2010. Responses to written questions will be sent to applicants by December 28, 2010, unless otherwise noted.

D. NARRATIVE GUIDELINES

Refer to the attached “Proposal Packet Contents for FY 2012 - 2013” for instructions and outline of narrative guidelines.

E. BUDGET GUIDELINES

Proposed service delivery outputs should be based upon the estimated funding level stated below for Federal funds. It should be emphasized that this level is only an estimate of future funding based on the current level received by EAD. Thus, the stated amount is to be used only as a guideline.

Estimated Funding Level:

Fiscal Year 2012	\$ 584,247
Fiscal Year 2013	\$ 584,247

Awards to Applicants responding to this RFP process are contingent on the availability of Federal funds. Also, time of payment is contingent upon EAD’s receipt of Federal funds.

Hard copies of required budget forms are included in this application packet. Please use these forms for displaying your budget when submitting a proposal. These forms will be available as computer files in Excel spreadsheet format. Please make arrangements with the EAD in order to receive these forms as computer files.

F. APPLICATION DEADLINE

One original and 4 copies of the proposal must be received by the Elderly Affairs Division Office, 715 South King Street, Suite 200, Honolulu, Hawaii 96813 by 4:00 p.m., January 24, 2011. No faxed or e-mailed proposals will be accepted.

G. EVALUATION OF APPLICATION

The Elderly Affairs Division will rate proposals using a standardized tool developed for this process.

The Elderly Affairs Division reserves the right to request additional information from Applicants for the purpose of further clarifying project viability. Supplemental budget forms or an interview may be required of Applicants by the EAD regarding their proposals.

H. TECHNICAL ASSISTANCE

Technical assistance is available from the Elderly Affairs Division to complete the application for the FY 2012-2013. Applicants should make an appointment to meet with Elderly Affairs Division staff for this technical assistance.

Applicants are urged to attend an orientation meeting regarding this RFP on Thursday,

December 9, 2010

Frank F. Fasi Municipal Building
650 South King Street
9th Floor Conference Room
Honolulu, Hawaii 96813
Time: 9:00 a.m. – 11:30 a.m.

Photo identification is required to enter the building.

Applicants not attending the orientation or who secure a copy of this RFP from EAD's website or by other means are responsible for notifying EAD, in writing via facsimile or mail, of their interest in proposing. Interested parties are responsible for receiving, reviewing and understanding all addenda that may be issued for this RFP. All addenda become a part of this RFP. Submission of a proposal constitutes acceptance of all addenda.

II. STAFF AND VOLUNTEER TRAINING

Upon selection, Applicant will be required to indicate specific training planned during the program year for staff and volunteers. Training may be new or ongoing (e.g., CPR, first aid, sexual harassment, certifications, conferences, etc.) and should be pertinent to the proposed scope of work.